

EMPLOYMENT OPPORTUNITY

Customer Service Specialist

Guaranteed Education Tuition Program

Application review begins 6/09/2003

Washington State Higher Education Coordinating Board

The Higher Education Coordinating Board (HECB) is a ten-member citizen board that administers all of the state's student financial aid programs and makes recommendations to the Legislature and Governor on higher education policy. The Board assesses the state's higher education needs and recommends enrollments and other policies to meet those needs. The Board is charged by state law with representing the "broad public interest above the individual interest of individual colleges and universities." The HECB reviews the operating and capital budget requests of the state's public colleges and universities and recommends budget priorities to the Governor and Legislature. The Board also approves new degree programs offered by the public four-year schools and administers other higher education programs that serve the public.

Guaranteed Education Tuition Program

The Higher Education Coordinating Board administers Washington State's prepaid college tuition program known as the Guaranteed Education Tuition (GET) program. The basic design of the program allows families to purchase tuition units now, for use at a later date. These funds are invested and the purchaser is guaranteed a return, which will cover tuition at some future date. Families have opened over 36,000 GET accounts. The Committee on Advanced Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the Executive Director of the Higher Education Coordinating Board, the State Treasurer, the Director of the Office of Financial Management, and two citizen members.

The Position

This position will provide assistance to current account holders and prospective customers with information regarding the program and the management of their accounts. It is estimated that approximately 80% of the duties are in the area of direct customer and staff support and approximately 20% of duties will be in the area of records coordination and processing for the program. The position reports to the GET Customer Service Manager.

The GET program is adding two new customer service specialists to the program. The hours for one position will be 8:00 a.m. to 5:00 p.m. Monday through Friday and the other will be 9:00 a.m. to 6:00 p.m. At least one position should be able to speak and interpret Spanish. During peak periods, this position may require working hours outside the normal work schedule.

Customer Service Duties:

- Acts as the initial point of contact for current account holders and prospective customers.
- Assists customers with program enrollment and account servicing including opening accounts, payment on accounts, payment agreements, and collection of money; explains enrollment procedures and assists in completion of necessary forms, follows-up with customers for additional information needed to complete enrollment using a variety of communications, including e-mail, telephone, fax, mail, and in-person;
- Provides information regarding the options, rights, regulations, and services available;
- Interprets and applies knowledge of laws, regulations, policies, procedures and record keeping processes in the resolution of inquiries, complaints and problems or concerns.
- Reviews and researches records documentation to resolve customer service-related issues; advises customers of proper procedures involved in appealing program decisions;
- Acts as a liaison between information services and users, and between customers and program director and other staff, as directed.
- Reviews, identifies and processes a variety of written requests from current account holders, which includes but is not limited to account changes, corrections, or additions using program database software.

Records Coordination and Processing Duties:

- Receives program enrollment forms, scans information, verifies and loads information into data system, follows up with purchasers as necessary;
- Independently performs a variety of complex clerical projects and assignments such as preparing reports, establishing record keeping/filing systems and/or data base files, monitoring financial records, and responding to written inquiries requiring substantive knowledge of the GET program procedures and policies;
- Enters, downloads, and compiles materials, such as, financial statements, schedules, and technical statistical reports, requiring specialized knowledge and judgment in selection and treatment of data and format;
- Produces data reports from systems and initiate queries for special reports as needed;
- Performs complex word processing/typing skills such as merging and sorting, integrating text with graphics, spreadsheet and data base files; uploading/downloading; creating footnotes and outlines;

- Uses spreadsheets and database software to develop and maintain records; uses basic statistical software packages and simple computer inquiry programming; uses graphics software and recommends appropriate display of information;
- Assists in program projects such as annual statements, and periodic mailings;
- Receives and processes all incoming mail correspondence.

Other Duties:

- Serves as back up to other GET staff as needed;
- During peak times, assists with other program needs including: data entry, and other clerical duties;
- Performs other duties as required.

Knowledge and Abilities

- Works effectively as a team member;
- Ability to work independently, apply and interpret laws, policies and procedures; use good judgment in evaluating and making decisions;
- Interacts harmoniously and productively with people within the immediate work unit and the entire HECB agency;
- Effectively prioritizes tasks, estimates time frames, meets deadlines, plans and uses available resources, and coordinates work assignments with others;
- Ability to follow instructions, and use good judgment in evaluating and making decisions; communicate effectively and maintain courteous attitude toward the public and other employees;
- Ability to remain calm in a busy office setting, and to understand and explain complex transactions;
- Knowledge of computer concepts, including MS Office products Word, Excel and Access or other database software, hardware, and research methods, and data collection.

Desirable Training and Skills

- High school diploma, or GED certificate;
- One year of experience providing assistance to clients/customers regarding inquiries, complaints, or problems in person, by telephone, email and written correspondence;
- Two years of data processing or database management experience, or completion of a two-year vocational training course in electronic data processing or college-level course work in computer science may be substituted, year for year, for two years of the required experience;
- Ability to speak and interpret in Spanish.

Salary and Benefits

The salary for this position is \$2,500 to \$2,800, depending on experience and qualifications. Benefits include support for continued professional development, comprehensive health and insurance provisions, federal Social Security and state retirement contributions, vacation and sick leave.

How to Apply

To be considered for this position you must meet the minimum qualifications and submit a complete application package, which must include the following:

1. **Letter of Application** Letter of application that **specifically** addresses how your background qualifies you to perform the responsibilities described in this announcement and how you meet the minimum and desired skills, abilities and training.
2. **Resume.** A current resume, including work experience, salary history and education.
3. **References.** Please include names, current addresses, and telephone numbers of three employment references.
4. **Affirmative Action Form (optional).**

Submit your complete application package to:

Kerri McConnell
Administrative Assistant
Washington State Higher Education Coordinating Board
P. O. Box 43430
Olympia, Washington 98504-3430

Applications may be submitted in electronic format to: humanresources@hecb.wa.gov, please type CSS in the subject line.

Application Closing Date

This position is opened until filled. Evaluation of resumes and expressions of interest will begin 06/09/2004, and will continue until the position is filled. Interviews will begin as soon as a pool of qualified applicants is identified.

Conditions Of Employment

Physical Work Environment: Work is typically performed in an office setting. The ability to use a personal computer and to operate a motor vehicle is required. In compliance with the Immigration Reform and Control Act of 1986, proof of authorization to work in the United States will be required at the time of hire.

The Higher Education Coordinating Board is an equal opportunity employer. The Board strongly encourages qualified men and women of all races, religions and ancestry; persons over forty; Vietnam era veterans and disabled veterans, and persons of disability to apply. We will provide assistance in the recruitment, application and selection process to applicants who request such assistance. Please contact the Human Resources Manager as early as possible regarding any assistance you may require

AFFIRMATIVE ACTION FORM

Washington State Agencies and Higher Education Institutions are required to report on the status of applicants. This data is for analysis and affirmative action only. Submission is voluntary. Failure to supply this information will not jeopardize or adversely affect any consideration you may receive for employment, or later advancement in employment.

Name (Last, First, Middle Initial)	Social Security #	Date of Birth
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Sex: ____ Male ____ Female

Race/Ethnicity:

____ **American Indian or Alaskan Native** - A person having origins in any of the original peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment

____ **Asian** - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam

____ **Black or African American** - A person having origins in any of the Black racial groups of Africa. ____ **Native Hawaiian or Other Pacific Islander** - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands

____ **White** - A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

____ **Hispanic or Latino (All races)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

____ **Hispanic or Latino (White race only)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of the White race.

____ **Hispanic or Latino (all other races)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of any race other than White.

Veteran Status

Have you ever been on active duty in the U.S. Armed Forces?

☐ Yes ☐ No

Dates: _____

☐ Vietnam-era Veteran ☐ Disabled Veteran

(Percent of disability: _____ %)

Disability

Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, walking, doing things with your hands, seeing, hearing, speaking, learning?

☐ Yes ☐ No

Do you have a physical, mental, or other health condition that has lasted six (6) or more months and which limits the kind or amount of work you can do at a job? ☐ Yes ☐ N

CSR3 January 2003